

WHAT IS CLAIMED IS:

1. A method of managing an idea management system and providing the idea management system to a customer, whereby a service provider implements the idea management system for the customer and whereby the service provider uses ideas generated from the idea management system to improve a product or service for the service provider.  
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2. The method according to claim 1, wherein the improved products and services are sold to the customer.  
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3. The method according to claim 1, wherein customer employee remuneration for an idea suggested within the idea management system is paid by the service provider .
- 15 4. The method according to claim 1, wherein the service provider compensates the customer for access to the idea for exploitation of the idea.
5. The method according to claim 4, wherein the compensation depends on the amount of benefit that the idea provides.
- 20 6. The method according to claim 1, wherein the idea management system is integrated to an ERP System.

7. The method according to claim 6, wherein the idea management system is integrated to a common ERP System of the service provider and the customer.

8. The method according to claim 1, wherein the ideas are offered for sale or lease to  
5 third parties.

9. The method according to claim 1, wherein the service provider uses a contractor to implement the idea management system for the customer.

10 10. The method according to claim 1, wherein the idea management system is connected to an information system.

11. The method according to claim 10, wherein the information system is a hospital information system.

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12. The method according to claim 1, wherein the service provider is connected via a computer network with the customer.

13. The method according to claim 12, wherein third parties are connected with the  
20 service provider or the customer via a computer network.

14. The method according to claim 1, wherein the service provider is connected via a software framework with the customer.

15. The method according to claim 14, wherein third parties are connected with the service provider or the customer via a software framework.

5     16. A computer system for remote supporting and operating an idea management system, comprising:

at least one computer;

mechanism for entering ideas into the idea management system;

mechanism for evaluating the ideas;

10     mechanism for dispatching the ideas to relevant persons or locations;

mechanism for exchanging data about the sites; and

mechanism for storing the data.

17. A computer system according claim 16, whereby the system is a client server system.

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18. A computer system according claim 16, whereby the system offers interfaces to third parties.

19. A computer system according claim 16, whereby the system is integrated in a ERP  
20     system.